Model 28310
2 in 1 - Skype Internet & Standard Phone User's Guide

Quick Guide
on pages
12-20

can be used with the internet or as a traditional landline telephone

Introduction

Your GE/Skype phone may change the way you think about using your telephone, and using Skype. You can use your GE/Skype phone to make and receive both landline and Skype calls. And, because Skype is built into your GE/Skype phone, you no longer need a computer to use Skype.

In order to use your GE/Skype phone for Skype calls, the base station must be linked up with an active Internet connection. If you already have a computer linked up to your Internet connection, this device might occupy the connection port that is needed by the GE/Skype phone base station. In this case you need a router, allowing you to attach more devices to your Internet connection.

Attach the router to the Internet connection and connect your computer and the base station to the router. Should you have any questions regarding the use of the Internet and the router please contact your Internet provider.

Please note: When installing a new router you should be aware that it might take some time – up to one hour – before it is properly registered with your Internet provider.

To use Skype telephony via your GE/Skype phone you need a Skype account as well as a user name and a password. Please refer to the ***Getting started with Skype*** section.

With Skype you call for free when talking to other Skype users – and you can buy a number of additional features to expand the possibilities of your GE/Skype phone. Please refer to the ***Skype services*** section.

Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

1 Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

US Number is located on the base bottom.

REN Number is located on the base bottom.

Notes

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

2 Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Privacy of Communications may not be ensured when using this product.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

Licensing

Licensed under US Patent 6,427,009.

FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter."

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Information for DECT Product

This 28310 telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.

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WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.	**CAUTION:** RISK OF ELECTRIC SHOCK DO NOT OPEN CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

Introduction

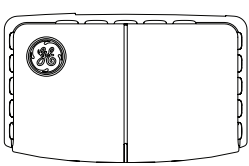
CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.

IMPORTANT: Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

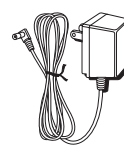
Before You Begin

Parts Checklist (for model 28310xx1)

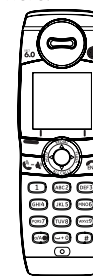
Make sure your package includes the items shown here.



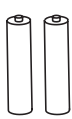
Base/Gateway



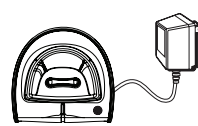
AC power adaptor



Handset



2 AAA Nickel-metal Hydride batteries



Handset charge cradle

Battery compartment cover

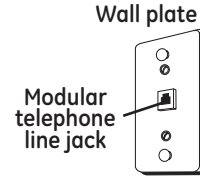
Belt clip

Ethernet cable

Telephone line cord

Telephone Jack Requirements

To use this phone with a landline, you need an RJ11C type modular telephone jack, which might look like the one pictured here, installed in your home. If you don't have a modular jack, call your local phone company to find out how to get one installed.



Installation

Digital Security System

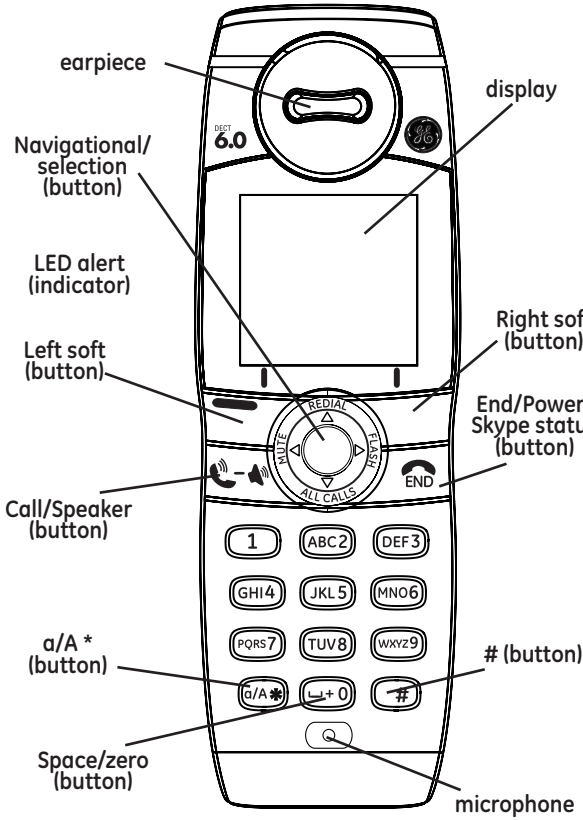
Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

INSTALLATION NOTE: This product operates at a frequency of 1.9GHz. to provide communication with minimal interference from other electronic devices. To further minimize the possibility of interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave oven, or VCR. If interference continues, move the cordless telephone further away from these appliances.

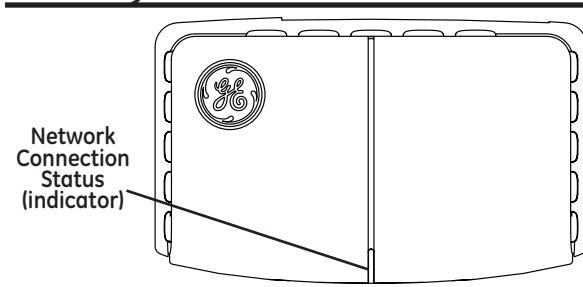
Important Installation Guidelines

- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Avoid other cordless telephones.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

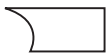
Handset Layout



Base Layout



Left soft button
Selects the current menu item or confirms a setting, depending on the current screen. LED light indicator alerts to Voicemail Waiting and Skype Authorization requests.

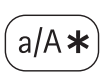


Right soft button
Cancels the last action or returns to the previous screen, depending on the current screen.

Call/Speaker button
Initiates or answers a call. During a call, activates speaker.

End/Power button/Skype status
When in call, ends a call. Turns the phone on or off by pressing and holding. From idle, provides access to Skype status menu with a short press.

Navigational/Selection button
Press the outer ring to navigate up, down, left, or right. Press the round button in the center to select/confirm a setting.



Upper/Lower case and numeric button
When in text editor, changes to lower-case, upper-case, or numeric entry.

Space and Zero button
When in text editor, allows entry of a space, plus sign, or zero.

 # button
When in text editor, it provides a symbol table.

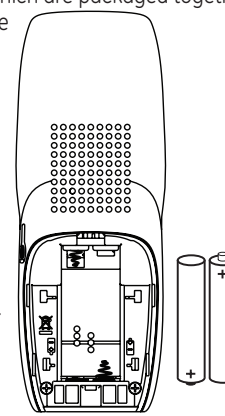
Installing the Phone

Installing the Handset Battery

NOTE: You must install the handset batteries before using the cordless handset.

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved model BYD NiMH H-AAA 900mAh 1.2V, rechargeable Nickel-metal Hydride AAA batteries, which are compatible with this unit.

1. Locate batteries and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Locate the battery compartment on the back of the handset.
3. Insert the batteries.
4. Close the battery compartment by pushing the door up until it snaps into place.
5. Plug the AC power adaptor of the charge cradle to an electrical outlet.
4. Place the handset in the charge cradle. The CHARGE indicator turns on, verifying the battery is charging.

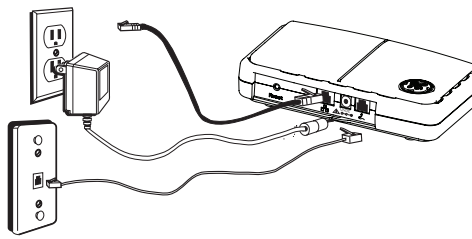


Allow handset to charge for 16 hours prior to first use. If you do not properly charge the handset, battery performance is compromised.

Base Station

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your base/gateway on a level surface near your high speed internet connection.

   NOTE: If your computer or other equipment is occupying all available internet connections you will need to purchase a router.



2. Plug one end of the telephone line cord into the jack on the back of the base/gateway and the other end into a modular jack.

   NOTE: Landline connection is not necessary for Skype usage.

   IMPORTANT NOTE: Emergency calls via the landline are only possible if power is applied to the base station and the landline is properly connected.

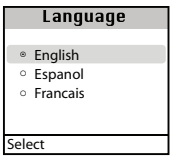
3. Connect the ethernet cable to the jack in the base/gateway and to your internet connection.

4. Plug the AC power converter into the electrical outlet and the DC connector into the jack on the back of the base/gateway.

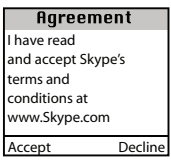
CAUTION: Use only the SALOM Model SSW-1328US power adaptor that came with this unit. Using other power adaptors may damage the unit. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

First Time Start Up

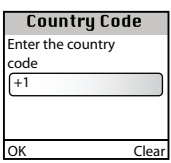
You must complete the following steps the first time you use your GE/Skype phone. Start by turning on the handset; press and hold the END button until the handset powers on.



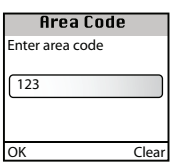
1. Find your preferred language using ◎ or ◎, then press ▬ to select a language. Confirm your selection by pressing ▬.



2. You are then directed to the **Skype Agreement**. Use ◎ to read the entire text and then press ▬ to accept the agreement.



3. Confirm the country code setting by pressing ▬. (Factory preset is for U.S.) If necessary, alter your country code by inserting "+" followed by the country code of your choice and press ▬.



4. Enter your local area code. Press ▬ to continue.

5. Choose ***Sign in to Skype*** or ***Create new account*** by pressing ◎ followed by ▬.

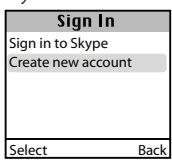
NOTE: You do not need to create an account from this phone if you already have an existing Skype account.

Getting Started with Skype

You can configure your GE/Skype phone with an existing Skype account during the first-time installation, or you can optionally create a new Skype account. You only need a Skype username and password defined by you to create a new account. You can enter further account details when your GE/Skype phone has been configured and is online.

Create a New Skype Account

If you do not have a Skype account, follow this procedure.

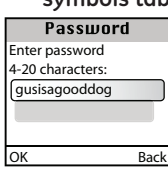


1. Use [−] to select ***Create new account***.

2. Use the keypad to enter a Skype name of your own choice and press [−].

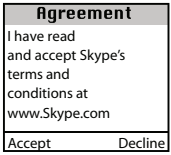
NOTE: Use (a/A*) to change to lower-case, upper-case or numeric entry when entering your Skype name and password. Skype names can be 6-32 characters. You can use any mix of upper- and lower-case characters, numbers and punctuation marks. You cannot use spaces or symbols and your name cannot begin with a number or punctuation mark. If the name is already in use, you will be prompted to try another name.

Use (#) to input punctuation marks from the symbols table.



3. Use the keypad to enter a password and press [−]. You are asked to confirm the password by entering it again.

NOTE: Passwords can be 4-20 characters. You can use any mix of upper- and lower-case characters, numbers and punctuation marks. You cannot use spaces, your password cannot begin with a number or punctuation mark, and you cannot use your Skype name as a password.



4. You are then directed to the Skype Agreement. Use ◎ to read the entire text and then press [—] to accept.

Please be patient as the creation of your Skype account may take several minutes to perform.

We suggest that you note your Skype name and your Skype password here for future reference:

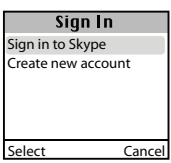
My Skype name: _____

My Skype password: _____

NOTE: After you have created your Skype Name, it is strongly recommended that you register an email address for your Skype Name on the Skype website. This will allow Skype to generate a new password for you in the event that you lose your password. Using a computor, go to www.skype.com and sign in to your account. Then follow the on-screen instructions for registering an email address for your account.

Sign Into a Skype Account

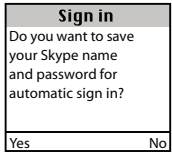
When you have a Skype account, you can sign in to Skype. Please have your Skype name and password ready before you sign in and be aware of lowercase/uppercase and special characters.



1. Use [—] to select ***Sign in to Skype***.

2. Use the keypad to enter your Skype name and press [—].

3. Use the keypad to enter your password and press [—]. If you have forgotten your Skype password, go to www.Skype.com and choose "Sign in". Then choose "Forgot your password?" and follow the directions on your computer screen.



4. You are now asked whether you want to save your Skype name and password for automatic sign-in in the event of power outage.

   Press [left] to accept, [right] to decline.

Contacts

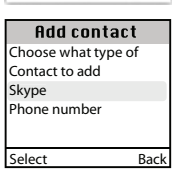
Your contact list displays all of the names you can make calls to. If you have an existing Skype account, your contact list is automatically downloaded when you sign in. If you are new to Skype and have just created an account, your contact list will be empty. You will need to add contacts to your list.

Skype protects the privacy of its users by requiring an exchange of contact details on names that you wish to add to your contact list. When you add a name to your list, an exchange contact details request is sent to the user. The user can accept or decline the request. When a request is accepted, you can see when your contacts are online and make calls to them. You can also view their personal profile details.

Add a Skype Contact

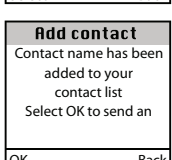
To add a Skype contact, press [left] to select ***Menu***, then:

1. Use [nav] to go to ***Add Contact***, select by pressing [left].



2. Press [left] to select ***Skype***.

3. Use the keypad to enter the Skype name or full name and press [left].



4. Confirm contact can see you when you are online by pressing [left]. To send a request to exchange contact details press [left]. An exchange contact details request is sent to the contact. When it has been sent, a confirmation message is displayed. Press [left] again. The name is added to your contact list, and when accepted by the contact it will change status.

NOTE: Please be patient as synchronization of Skype contacts might take several minutes.

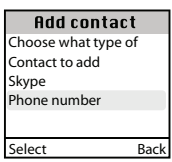
NOTE: Use "echo123" to test your Skype connection. Add "echo123" to your contacts. Calling echo123 will launch an automated test that allows you to record and play back sound.

Add a SkypeOut or Landline Contact

SkypeOut allows you to make calls to traditional landline and mobile phones. Go to **www.skype.com** to learn more about SkypeOut.

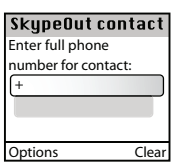
To add a Skype contact, press [—] to select ***Menu***, then:

1. Use ◎ to go to ***Add Contac***t, select by pressing [—].



2. Use ◎ to enter a phone number for use with SkypeOut or landline. Select by pressing [—].

3. Use the keypad to enter the contact's name and press [—].



4. Use the keypad to enter the full phone number and press [—]. SkypeOut numbers (even local numbers) must be entered in the following format: "+" followed by "country code", "area code" and "number".

NOTE: Use (a/A*) to change to lower-case, upper-case or numeric entry. Use (#) to input symbols from the symbol table.

Search for Skype Users

To search for Skype users, press [ ] to select ***Menu***, then:

1. Use ◎ to go to ***Search***, select by pressing [ ].

2. Use the keypad to enter the Skype name or full name and press [ ].

3. Use ◎ or ◎ to navigate and highlight a name from the list, select by pressing [ ].

4. Use ◎ to highlight ***Add to Contacts***, select by pressing [ ].

NOTE: Other options available during a search include:
***Search again* - Repeats the search.**
***Call* - Calls the selected name.**
***View profile* - Displays the selected name's profile.**

NOTE: You can stop a search at any time by pressing [ ].

Make and Receive Calls

The procedures for making and receiving calls apply to any type of call; Skype-to-Skype calls, SkypeOut calls, and SkypeIn calls. Furthermore, you can use your phone for landline telephony.

Call a Skype Contact

To make a Skype call:

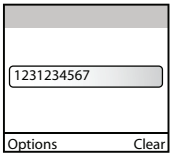
1. Press [ ] to select ***Contacts***.

2. Use ◎ or ◎ to select a contact from the list. (See page 21 for Skype status.)

3. Press [ ] to call. Wait for the call to connect, ring, and be answered. Press [END] to end the call.

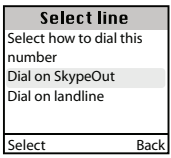
Dial a Landline Number

To dial a landline number:

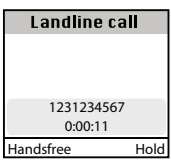


1. Use the keypad to enter the number. Press [📞] to call the number.

NOTE: When using SkypeOut always enter area code and telephone number.



2. Use ◎ to select ***landline*** or ***SkypeOut*** and press [▬].



3. Wait for the call to connect, ring and be answered. Press [END] to end the call.

NOTE: You can select a preferred line for dialing by going to *Menu* > *Settings* > *Phone settings* > *Preferred line*. Choose one of the following options:

1. ***Always landline***
2. ***Always SkypeOut***
3. ***Always ask***

Receive a Call

When someone calls you, the ringing tone sounds and the incoming call message is displayed. To receive a Skype, SkypeIn or landline call:

1. Press [📞] to receive the call.
2. Press [END] to end the call.

Adjust the Earpiece Volume

During a call just press ◎ or ◎ to increase or decrease the volume. The setting will be retained after the call is terminated.

Mute the Microphone

During a call just press to mute the microphone. Press again to unmute.

Speakerphone

During a call you can switch between the speaker and earpiece.

1. Press to select ***Speaker***.
2. Press again to return to ***Earpiece***.

Start a New Call During a Call

To start a new call during an active call;

1. Press to put your active call on ***Hold***.
2. Use the keypad to enter a new number manually or locate the number on your Contact list.
3. Press to call the number. You can toggle between callers by pressing .
4. Press END to end the call.

3 Way Conference Calling

If you have two calls on the line, either through call waiting or by starting a new call during a call, you can conference the calls together.

1. Press to choose ***Options***.
3. Use to navigate and highlight ***Join in Conference*** to conference the landline and Skype call to your handset.

You can end the conference by pressing the .

You now have only one call active and the other on hold. Check the top of the display to see which call is active, ***Landline*** or ***Skype***.

1. Press to swap between calls. If you want to end either call, press the END to terminate. The other call will be still be on hold. Press to resume call.
2. Press END to terminate call.

Skype Features Supported by the GE/Skype Phone

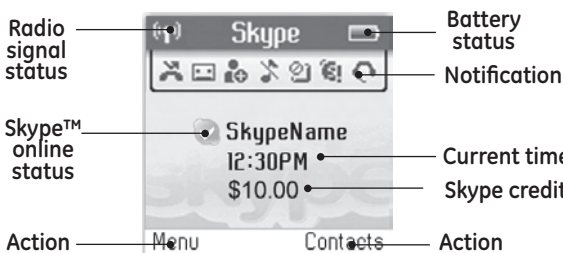
After you have created your Skype account, you can call other people with Skype accounts for free. Skype also offers additional subscription features, including:

All of these features are supported by your new GE/Skype phone and are available at www.skype.com.

SkypeOut	Allows you to make calls to ordinary landline and mobile phones.
SkypeIn	Provides you with an ordinary phone number for receiving calls on your GE/Skype phone from ordinary landline and mobile phones.
Skype Voicemail	Skype Voicemail allows you to receive voicemail messages and record a greeting.

Main Display

The main display of yourGE/Skype phone provides various status indicators and access to the Skype menu-based interface. The illustration below shows the main screen and its elements.



Radio Signal Status	Indicates the strength of the radio signal. No radio signal. Radio signal.
Battery Status	Indicates the status of the battery. Low level. Partially charged. Fully charged. Charging.

Notifications	**Display notification icons.**
	Missed call. New voicemail. Exchange contact details request. Silent mode is active. Keypad locked. Skype credit is about to expire. Headset connected. Diverting calls to voicemail. Call forwarding..
Skype Online Status	**Indicates your current Skype online status.**
	Online (green). Away. Not available. Skype Me. Available for calls from anyone. Do not Disturb. Indicates you are busy. Offline (not signed in). Invisible (gray). Online, but unseen by others.
Current Time	The time that is currently set.
Skype Credit	Your current Skype credit balance.
Action	**Left soft key.** Selects the current menu item or confirms a setting, depending on the current screen.
Action	**Right soft key.** Cancels the last action or returns to the previous screen, depending on the current screen.
	Shortcut to outgoing calls.
	Shortcut to call history.
	Short key press is a shortcut to the Skype status menu.
	Shortcut to search Skype users.
	Mute ringer during an incoming call.
	Shortcut to intercom available handsets.

Programming Your Phone

Main Menu

The Main menu provides easy access to all of your GE/Skype phone settings.

1. From the **idle screen**, press [—] to enter the main ***Menu***.

2. Use ◯ or ◯ to navigate and highlight an item. press [—], to select, or go back by pressing [ ].

The following table outlines the Main menu items:

Contacts	Your contact list and the current Skype status of your contacts.
History	Your calls, missed calls, incoming and outgoing calls, voicemails and exchange contact details.
Add Contact	Adds a Skype user or SkypeOut number to your contact list.
Intercom	Allows communication between two handsets (Requires purchase of additional handsets).
Status	Sign into or out of Skype, create a new account, change your profile, change your password, choose auto sign-in.
Search	Searches for Skype contacts online.
Services	View Skype credit, SkypeIn and Skype Voice-mail status.
Settings	Settings for call divert, privacy, manage blocked users, tones, time and date, cordless settings, phone settings, information and advanced settings.

Skype Settings

In order to adjust the settings in the following Skype menus, you must have a Skype account configured and be online.

Sign into Skype

1. From the **idle screen**, press to enter the ***Sign in*** menu.
2. Use to select ***Sign in to Skype***.
3. Use the keypad to enter your Skype name and press .
4. Use the keypad to enter your password and press . If you have forgotten your Skype password, go to www.Skype.com and choose "Sign in". Then choose "Forgot your password?" and follow the directions on your computer screen.
5. You are now asked whether you want to save your Skype name and password for automatic sign-in. Press to accept, to decline.

   NOTE: Your first sign in has to be manual, but after that you can activate Auto sign in and sign in to your Skype account automatically, in case you should turn off the base station or the handset.

Contacts

Your list of contacts contains all Skype users as well as all landline phone users that you have added. There is a limit of 200 entries you can make, but your contact list can nevertheless hold hundreds of contacts.

It is easy to access your list of contacts:

1. From the **idle screen**, press to enter the main menu.

2. Press to select ***Contacts***.

Send Voicemail to a Contact

1. From the **idle screen**, press to enter the main menu.
2. Press to select ***Contacts***.
3. Use or to find a contact, and select the contact by pressing .
4. Press and to select ***Send voicemail.***

NOTE: If contact does not subscribe to Skype voicemail service you will not be able to send voicemail.

View Contact's Skype Profile

1. From the **idle screen**, press to enter the main menu**.**
2. Press to select ***Contacts***.
3. Use or to find a contact, and select the contact by pressing .
4. Press and to select ***View profile***.

Advanced Contact Menu

Rename a Contact

You can change the name of a contact.

If a contact has a Skype user name that is not very informative, you can give them a more distinctive name to be shown on your contact list.

1. From the **idle screen**, press to enter the main menu.
2. Press to select ***Contacts***.
3. Press or to find a contact, and select the contact by pressing .
4. Press and to select ***Advanced***.
5. Press to select ***Rename***.
6. Enter the desired new name using the keypad.

Remove a Contact

You can remove a contact. Your options are:

Remove and block: Remove and block a contact. Please note that this option only applies for Skype contacts.

Remove: Remove a contact from your Contact list. This option applies to Skype as well as landline contacts.

1. From the **idle screen**, press to enter the main menu.
2. Press to select ***Contacts***.
3. Press and to find and select a contact.
4. Press and to select ***Advanced***.
5. Press and to select ***Remove***.
6. Press and to select the required type of removal you prefer (***Remove and block, Remove***).
7. In both cases you are asked whether you really want to remove the contact. Press to remove the contact, to cancel.

Edit a SkypeOut Contact Number

1. From the **idle screen**, press to enter the main menu.
2. Press to select ***Contacts***.
3. Press and to find and select a contact.
4. Press and to select ***Advanced***.
5. Press and to select ***Edit***.
6. Use to clear and the keypad to retype revised number.

Block/Unblock a Contact

You can block a Skype contact to prevent them from calling, thus avoiding all contact. Please note that this option only applies to Skype calls. You can see your blocked contacts under ***Settings > Manage blocked users***. At any time you can choose to unblock a blocked contact.

1. From the **idle screen**, press to enter the main menu.
2. Press to select ***Contacts***.
3. Press and to find and select the contact.
4. Press and to select ***Advanced***.
5. Press and to select ***Block***.
6. Press to block, press again to unblock.

Request Contact Details

You can send an authorization request to a Skype user – and if it is accepted, you can see his or her online status.

When adding a contact to your Contact list you will be prompted to specify if you want to send an authorization request. We recommend that you send this request but you do not have to do so – and you can send the request whenever you wish to. If you do not send the request, you will never be able to see the contact's online presence status. Users who have not been authorized will be indicated by in on your contact list.

Similarly, you will receive an authorization request whenever a Skype user adds you to his or her Contact list. By accepting the request, you allow the user to see your online status.

1. From the **idle screen**, press to enter the main menu.
2. Press and to select ***Contacts***.
3. Press and to select ***Advanced***
5. Press and to select ***Request details***.
6. Use the keypad to enter any text to be sent along with your request.
7. Press to send the request.

NOTE: You can only request details from users whose online status is shown with a .

Call History

When signed into Skype, you can see all call history information, including missed calls, outgoing calls, incoming calls, contact requests or voicemails. Whenever there is an entry on one of the lists, you can see the details, such as the phone number, name (when accessible) and a time log indicating when the entry was received. Please note that the lists are only visible while signed into Skype and can only contain 30 entries – the oldest ones will be deleted first. Your options are:

All calls: A list containing all missed, incoming and outgoing calls. Please note that landline as well as Skype calls will be registered.

These are your options when working with the lists:

Call: Call the number.

Send voicemail: Return a call with a voicemail. Please note that this works only with Skype calls.

Details: View details regarding the call.

Delete: Remove the entry.

View profile: View the profile for the entry. Please note that this works only with Skype calls.

Add to contacts: Add an entry to your Contact list.

Clear list: Delete all entries on the list.

Missed calls: A list showing only the missed calls. Please note that landline as well as Skype calls are registered.

Incoming calls: A list showing only the incoming calls. Please note that landline as well as Skype calls are registered.

Outgoing calls: A list showing only the outgoing calls. Please note that landline as well as Skype calls are registered.

1. From the **idle screen**, press [−] to enter the main menu.
2. Press ◎ and [−] to select ***History***.
3. Press ◎ and [−] to view the preferred history (***All calls, Missed calls, Incoming calls, Outgoing calls, Voicemails, Contact requests***).

Caller ID (CID)

IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date, and time; or the name, phone number, date, and time.

Receiving CID Records

When you receive a call, the Caller ID information is transmitted between the first and second ring. The Caller ID information appears on the display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer the call.

Call Waiting Caller ID

Provided you subscribe to Call Waiting service from your phone company; if you receive an incoming call, a beep indicates the presence of a Call Waiting call on the line and the display shows ***Call waiting*** and ***Answer Call***.

If you also subscribe to Caller ID service, the display will identify the caller.

1. Press to select ***Yes*** and answer the call. The top of the display will show which call is active, ***Landline*** or ***Skype***. The original call will be put on hold and you will be connected to the new call.

2. Press to select ***Swap Calls*** and go back to original caller and put the second call on hold. You can toggle between callers by pressing the again.

NOTE: During a landline call, if the incoming call is on the landline, when you hear the call waiting beep in the handset receiver, press the button to put the current call on hold and answer the incoming call. Press again to return to the original call.

Dialing Landline or Skype calls from Call History

1. Make sure the phone is **OFF** (not in talk mode).
2. Press to view ***All calls*** history, which includes missed calls, incoming calls and outgoing calls.
3. Use or to select the desired record.
4. Press to call.
   a. If the Skype history is selected, it will dial automatically.
   b. If the landline history is selected, it will prompt you to select between ***Dial on SkypeOut*** or ***Dial on Landline***. Use or to select the desired calling method.

NOTE: If *Dial on Landline* is selected, you can select the dialing format (7, 10, or 11 digits). Use or to select the desired format.

Storing Landline CID or Skype Records in Internal Memory

In order to store Landline CID or Skype information, you need to be signed into Skype. This is because all records including Landline CID are stored in your Skype contact list. This Skype contact list will act as your address book for the phone.

1. Make sure that you are signed into Skype. Please refer to **Sign into Skype** section (page 25)
2. Press to view ***All calls*** history, which includes missed calls, incoming calls and outgoing calls.
3. Use or to select the desired record.
4. Press and to select ***Add to contacts***.

Deleting a CID Record

1. Make sure the phone is **OFF** (not in talk mode).
2. Press ◎ to view ***All calls*** history, which includes missed calls, incoming calls and outgoing calls.
3. Use ◎ or ◎ and ▬ to select the desired record.
4. Press ◎ and ▬ to select ***Delete***.

Note: Press ↩ END to return to the standby mode.

Voicemails

Listen to your voicemail

Callers can leave a message for you. Whenever someone sends you a voicemail, the message ***You have 1 new voicemail*** will be displayed on your GE/Skype phone.

1. From the idle screen, press ▬ to enter the main menu.
2. Press ◎ and ▬ to select ***History***.
3. Press ◎ and ▬ to select ***Voicemails***.
4. Press ◎ and ▬ to select the voicemail of your choice.
5. Press ▬ to select options (***Play, Call, Send voicemail, Details, Delete, View profile, Add to contacts, My greeting***).

   Play: Play back the voicemail.

   Call: Call the person who has left the voicemail for you.

   Send voicemail: Send the person who has left the message for you a voicemail.

   Details: View the details of the voicemail (***Name, number, date, time, duration***).

   Delete: Remove the voicemail.

   View profile: View the profile of the person who has sent the voicemail.

   Add to contacts: Add the person who has left the voicemail for you to your Contact list.

   My greeting: Playback or record your personal welcome greeting.

NOTE: If you activate your voicemail through *Settings > Divert > Voicemail*, the voicemail will only work with incoming Skype and SkypeIn calls, not with calls on your landline.

Contacts Requests

Skype protects the privacy of its users by requiring exchange contact details on names added to a contact list. You will receive an authorization request whenever a Skype user adds you to his or her Contact list. By accepting the request, you allow the user to see your online status.

Add Contact

Skype See page 16.

Phone Number See page 17.

Intercom

The intercom feature allows you to have a conversation with another registered handset without tying up the telephone line, allowing you to still receive incoming calls.

1. From the idle screen, press MENU to enter the main menu.
2. Press ◎ and MENU to select ***Intercom***.
3. Press ◎ and MENU to select ***Internal call to all*** or choose a particular handset you wish to call.

NOTE: You must have purchased additional handsets and have registerd them to the base unit. If youhave only one handset, the display will show *Only one handset is registered*.

Receiving an Intercom Call

When you receive an intercom call, your handset will ring, and the screen will display ***Incoming call*** with ***Intercom*** on top banner. To answer the call press TALK on the handset.

Status

Sign into Skype See page 15.

Create New Account See page 14.

Change Status

Change your online status

Your online status can be seen by all Skype contacts authorized by you. For more on this, please see **Main Display** section (page 22-23). For more on authorizations, please see **Request Contact Details** section (page 28) of the manual.

1. From the idle screen, press MENU to enter the main menu.
2. Press ◎ and MENU to select ***Status***.
3. Press ◎ and MENU to select ***Change status.***

4. Press ◯ and ▬ to select your preferred status (***Offline, Online, Skype me, Away, Not available, Do not disturb, Invisible***).

   NOTE: You can also press END from the Idle screen in order to change your Skype status.

   When you select *Do not disturb*, you mute all incoming Skype as well as landline calls.

Sign Out

1. From the **idle screen**, press ▬ to enter the main menu.
2. Press ◯ and ▬ to select ***Status***.
3. Press ◯ and ▬ to select ***Sign out***.
4. Press ▬ to confirm.

My Profile

Change your Skype profile

In ***My profile*** you can tell other Skype users a bit about yourself. Please note that any Skype user can see all configurations you make in ***Details shown to all***, even the Skype users you have not authorized.

1. From the **idle screen**, press ▬ to enter the main menu.
2. Press ◯ and ▬ to select ***Status***.
3. Press ◯ and ▬ to select ***My profile***.
4. Press ◯ and ▬ to select your preferred profile (***Details shown to all, Private***).
5. In ***Details shown to all***, press ◯ and ▬ to select your preferred setting (***Show my picture, Skype name, Full name, Gender, Birthdate, Country/region, State/province, City, Language, Home phone, Office phone, Mobile, Home page, About me, Mood)***.

   a. In ***Show My Picture***, press ▬ to select.

   NOTE: In *Show My Picture*, the pictures for use with your profile must be edited on a computer with a Skype client.

   b. In ***Skype name***, please note that you cannot change your Skype name here.

   c. In ***Full name***, use the keypad to enter your data.

d. In ***Gender***, use [−] to select (***Male, Female, Unspecified***).

e. In ***Birthdate***, enter the month using the keypad, press ◎ to go to the day and enter the day using the keypad, press ◎ again to go to the year and enter the year using the keypad.

f. In ***Country/Region***, use ◎ / ◎ and [−] to select.

g. In ***State/Province and City***, use the keypad to enter your data.

h. In ***Language***, use ◎ / ◎ and [−] to select.

i. In ***Home phone, Office phone, Mobile, Home page, About me*** and ***Mood***, use the keypad to enter your data.

In ***Private*** you can enter your e-mail address. The address will not be shown to other Skype users and is merely used for the search function: Save your private e-mail address in ***Private***, and users who know this address will be able to find you by searching for it on Skype.

1. In **Private**, press [−] to select options (***Edit, Remove, Add***)

NOTE: All data regarding home phone, office phone and mobile supplied by a Skype user will be recorded in your Contact list when you add the user.

Change Password

You can change the Skype password used for signing in to your Skype account. See ***Create a new Skype account*** for more information.

1. From the idle screen, press [−] to enter the main menu.
2. Press ◎ and [−] to select ***Status***.
3. Press ◎ and [−] to select ***Change password***.
4. Enter your password using the keypad, then press [−].
5. Enter your new password, then press [−].
6. Repeat your new password, then press [−].

Auto Sign In

Choose auto or manual sign in

Your first sign in has to be manual, but after that you can activate ***Auto sign in*** and sign in to your Skype account automatically, in case you should turn off the base station or the handset. If you activate ***Prompt***, you have to enter your Skype password every time you sign in. We therefore recommend that you choose ***Auto sign in***.

1. From the idle screen, press [−] to enter the main menu.

2. Press ◎ and ▬ to select ***Status***.
3. Press ◎ and ▬ to select ***Auto sign in***.
4. Press ◎ and ▬ to select your preferred sign in mode (***Automatically***, ***Prompt***).

Search

You can search for Skype users directly from your handset.

1. From the idle screen, press ▬ to enter the main menu.
2. Press ◎ and ▬ to select ***Search***.
3. Using the keypad, enter a Skype name, a full name or user's e-mail.

   NOTE: You can enter partial information, however the handset is limited to the number of entries it can display. If entry is not specific enough then you may have to re-enter the name with more detail. Use ◎ or ◎ to select the desired contact.
4. Press ▬ to display options; ***Search again***, ***Call***, ***Add to contacts*** or ***View profile***.

Services

Skype offers customers additional features on a subscription basis. The services include the purchase of SkypeOut minutes, Skype voicemail and SkypeIn number. Using your computer, go to www.skype.com to purchase and set your preferences for these features.

Skype Credit

1. From the idle screen, press ▬ to enter the main menu.
2. Press ◎ and ▬ to select ***Services***.
3. Press ◎ and ▬ to select ***Skype credit***. The display will show your remaining balance in your skype account. To change the currency, go to www.skype.com.

SkypeIn

1. From the idle screen, press ▬ to enter the main menu.
2. Press ◎ and ▬ to select ***Services***.
3. Press ◎ and ▬ to select ***SkypeIn***.
4. Press ▬ to select. If you have purchased a SkypeIn number, the display will show the expiration date of your subscription.

Voicemail

1. From the **idle screen**, press ⊟ to enter the main menu.
2. Press ◎ and ⊟ to select ***Services***.
3. Press ◎ and ⊟ to select ***Voicemail***. If you have purchased voicemail from Skype, the display will show the expiration date of your subscription.

Settings

Call Divert

You can configure your GE/Skype phone to forward all incoming Skype calls either to a landline/mobile phone or to your Voicemail. Please note that in order to use this function, you have to have Skype credits. Your options are:

Call forward: Activate forwarding to another phone number. You will be prompted to enter the relevant number. Please remember to enter the country code.

Call forward number: Edit the phone number whenever ***Call forward*** is active.

Voicemail: Activate your ***Voicemail***, allowing callers to leave a message after listening to your welcome message.

Welcome message: After activating ***Voicemail*** you can record your welcome message. If you do not record a personal message, the Skype standard message will be used instead.

Regarding forwarding of landline calls: Please contact your landline provider.

Call Forward

1. From the **idle screen**, press ⊟ to enter the main menu.
2. Press ◎ and ⊟ to select ***Settings***.
3. Press ◎ and ⊟ select ***Call divert***.
4. Press ⊟ to select ***Call forward***.
5. Press ◎ and ⊟ to select the required option (***Yes, No***).
6. After selecting ***Yes,*** you are will be prompted to enter the number to which you want your calls forwarded.

   NOTE: Remember that all numbers (even local numbers) must be entered in the following format: "+" followed by "country code**", "**area code**" and "**number**".**

Voicemail Activation

NOTE: You must purchase a Skype voicemail subscription at www.skype.com to use this service.

1. From the idle screen, press ⊟ to enter the main menu.
2. Press ◎ and ⊟ to select ***Settings***.
3. Press ◎ and ⊟ select ***Call divert***.
4. Press ◎ and ⊟ to select ***Voicemail***.
5. Press ◎ and ⊟ to select the required option (***Yes, No***).

Welcome Message

Create a personal voicemail greeting

Skype voicemail has a default voicemail greeting.

You can also create your personal welcome greeting to, which will be played back to people calling you whenever you are not unable to answer the call.

1. From the idle screen, press ⊟ to enter the main menu.
2. Press ◎ and ⊟ to select ***Settings***.
3. Press ◎ and ⊟ to select ***Call divert***.
4. Press ◎ and ⊟ to select ***Welcome message***.
5. Press ⊟ to select ***Options***.
6. Press ***Record*** new to record your welcome greeting, and press ***Play*** to hear the recorded message recorded.

Privacy

You can limit whom you wish to accept a Skype or SkypeIn call from. Your choices are:

1. From the idle screen, press ⊟ to enter the main menu.
2. Press ◎ and ⊟ to select ***Settings***.
3. Press ◎ and ⊟ to select ***Privacy***.
4. Press ⊟ to select Skype calls, then press ◎ and ⊟ select your preferred privacy status for incoming Skype calls (***Anyone, Contacts, If details shared***).

   Anyone: All Skype users can call you, even users not on your Contact list.

Contacts: Skype users can call you only if they are on your Contact list.

If details shared: Only Skype users authorized by you can call.

5. Press and to select ***SkypeIn calls***, then press and to select your preferred privacy status for incoming SkypeIn calls (***Anyone, Contacts, Known numbers***).

   Anyone: You can receive calls from anyone calling your SkypeIn number.

   Contacts: Only SkypeOut contacts on your Contact list can call you.

   Known numbers: Only SkypeIn calls providing a Caller ID will be accepted.

Manage Blocked Users

If you have previously blocked a Skype user you can unblock them through this menu.

1. From the idle screen, press to enter the main menu.
2. Press and to select ***Settings***.
3. Press and to select ***Manage blocked users***.
4. Press and to select desired Skype contact.
5. Press to unblock user.

Tones

You can configure keypad tones, ring tones etc. on your GE/Skype phone. The following are just a few examples.

1. From the idle screen, press to enter the main menu.
2. Press and to select ***Settings***.
3. Press and to select ***Tones***.

Incoming Alert Type

You can define how you want your GE/Skype phone to alert you with incoming calls:

Ringing: The handset will ring as long as the incoming call is active.

Ring once: The handset will ring only once.

Beep once: The handset will make one beep only on an incoming call.

1. From ***Tones***, press to select ***Incoming alert type***.

2. Press ◎ and ▬ to select your preferred alert type (***Ringing, Ring once, Beep once***).

Ring Tones

You can define how you want your GE/Skype phone to ring on incoming calls.

1. From ***Tones*** , press ◎ and ▬ to select ***Ring tones***.
2. Press ◎ and ▬ to select your preferred ring tone (***Silent, Melody 1 - 11, Beep***).

Intercom Ring Tones

1. From ***Tones***, press ▬ to select ***Intercom ring tones***.
2. Press ◎ and ▬ to select your preferred ring tone.

Landline Ring Tones

1. From ***Tones***, press ▬ to select ***Landline ring tones***.
2. Press ◎ and ▬ to select your preferred ring tone.

Ringing Volume

You can adjust the ringing volume of the handset for incoming calls.

1. From ***Tones*** , press ◎ and ▬ to select ***Ringing volume***.
2. Change the ringer volume level using ◎ / ◎.

Notification Alert

You can choose whether you want to be alerted by a tone whenever you receive a voicemail or an authorization request.

1. From ***Tones*** , press ◎ and ▬ to select ***Notification alert***.
2. Press ◎ and ▬ to select your preferred alert type (***Beep, Silent***).

NOTE: Whenever you receive a voicemail, miss a call, or get an authorization request, the ▬ button will flash a blue light signal. Just press ▬ to see your options.

Keypad Tones

Adjust the keypad tones

You can choose whether you want to hear a tone whenever you press a key or whether you want your keys to be silent.

1. From ***Tones*** , press ◎ and ▬ to select ***Keypad tones***.
2. Press ◎ and ▬ to select your preferred setting (***On, Off***).

Time & Date

Your GE/Skype phone will always obtain time and date information from the Internet. Thus, you only have to configure the ***Time zone*** and ***Daylight saving*** settings. When this is done, the time and date obtained by your GE/Skype phone from the Internet will be adjusted according to your choices.

In ***Time zone*** it is important that you choose the correct time zone, otherwise the time shown on the idle screen will not be right. In ***Daylight saving*** you have two options. Choose ***Daylight saving*** if you live in an area that adheres to DST, and choose ***Standard*** in all other zones.

1. From the **idle screen**, press to enter the main menu.
2. Press and to select ***Settings***.
3. Press and to select ***Time and date***.
4. Press and to select ***Time zone***.
5. Press and to select your preferred time zone (GMT -12 -GMT +13).
6. Press and select ***Daylight saving***.
7. Press and to select your preferred mode (***Daylight saving, Standard***).

If you wish to adjust the ***Time format*** and ***Time separator*** as well as the ***Date format*** and ***Date separator*** settings, this is easily done here.

Cordless Settings

Register / Deregister your handset

Use the ***Register*** function whenever you need to register your handset with a base station, for instance when registering the handset with a base station other than the one you are already registered to. Use the ***Deregister*** function to deregister your handset from a base station.

1. From the **idle screen**, press to enter the main menu.
2. Press and to select ***Settings***.
3. Press and select **Cordless settings**.
4. Press and to select ***Register handset*** or ***Deregister handset***.

NOTE: To make registration possible, make sure that the base station has registration mode enabled. This is done by pressing Reset on the back of the base station.

Handset Name

This menu allows you to enter a name for the handset, which displays on the top banner of the idle screen.

1. From the **idle screen**, press [MENU] to enter the main menu.
2. Press [OK] and [MENU] to select ***Settings***.
3. Press [OK] and [MENU] select ***Cordless settings***.
4. Press [OK] and [MENU] to select ***Handset name***.
3. Enter the handset name (up to 12 characters).
4. Press [MENU] to save your selection.

NOTE: If you make a mistake, use the [CLR] button to backspace and delete one character at a time or press and hold to delete all.

Phone Settings

Contrast

You can adjust the contrast of your display.

1. From the **idle screen**, press [MENU] to enter the main menu.
2. Press [OK] and [MENU] to select ***Settings***.
3. Press [OK] and [MENU] to select ***Phone settings***.
4. Press [MENU] to select ***Contrast***.
5. Change the Contrast level using [OK] / [OK].

Should you accidentally select a setting which makes it hard for you to find the Contrast menu again, use this shortcut:

1. From the **idle screen**, press [MENU] to enter the main menu.
2. Press the number 5 key three times.

Language

You can select a language other than English but only if your GE/Skype phone is connected to the Internet.

1. From the **idle screen**, press [MENU] to enter the main menu.
2. Press [OK] and [MENU] to select ***Settings***.
3. Press [OK] and [MENU] to select ***Phone settings***.

4. Press and to select ***Language***.
5. Press and to select your preferred language (***English, Espanol, Francais***).

Should you accidentally select a language which makes it hard for you to find the Language menu again, use this shortcut:

1. From the **idle screen**, press to enter the main menu.
2. Press the number 8 key three times.

Preferred Line

You can configure how you want to route your outgoing calls when using . These are your options:

Landline: Select this option if you always want to route your landline and/or mobile phone calls via the landline (traditional telephony).

SkypeOut: Select this option if you always want to route your calls to the landline and/or mobile phones via the Internet (SkypeOut).

Always ask: Select this option if you want to always be prompted to specify the preferred routing for a call.

1. From the **idle screen**, press to enter the main menu.
2. Press and to select ***Settings***.
3. Press and to select ***Phone settings***.
4. Press and to select ***Preferred line***.
5. Press and to select your preferred port (***Landline, SkypeOut, Always ask***).

Region

Skype does not know the location where you are connected to the Internet, therefore you will always have to enter the country setting when calling landline phones and/or mobile phones via the Internet (SkypeOut). Your country code is preset for the United States (+1). Thus, a country code is only needed when calling someone in a country other than your own.

In some countries area codes are used, for instance when calling between states or regions. If you live in a country where such area codes are used, you can save your settings in ***Area code***. Please note that you can only choose this function if the code you have saved in ***Country code*** applies to a country where area codes are in fact used.

1. From the **idle screen**, press to enter the main menu.
2. Press and to select ***Settings***.
3. Press and to select ***Phone settings***.
4. Press and to select ***Country Code***, then enter your preferred country code using the keypad.
5. Press to save your selection.
6. Press and to select ***Area code***, then enter your preferred area code using the keypad.
7. Press to save your selection.

Information

Support information

Please visit www.GE.com/phones for updated help and support. Here you will find documentation on FAQ, trouble shooting and new features.

Advanced

Internet Settings

You can configure settings such as ***IP mode, IP address, Skype proxy*** and ***Firmware proxy***. However, if you have an advanced Internet connection and are not familiar with firewalls and ports, we recommend that you consult someone with knowledge on this or read more on the topic at www.skype.com.

In ***IP mode*** you can choose ***Dynamic*** or ***Static***. The default setting of your GE/Skype phone is dynamic IP mode which covers the needs of most users.

Should you wish to attach the base station to an Internet connection using the static IP mode instead, this is how to configure this mode:

1. From the **idle screen**, press to enter the main menu.
2. Press and to select ***Settings***.
3. Press and to select ***Advanced***.
4. Press and to select ***Internet settings***.
5. Press to select I***P mode***.
6. Press and to select ***Static***.
7. An Install Wizard will guide you through the configuration.

In ***Skype proxy*** you can configure all the settings regarding this proxy. This is how to do it:

1. From the **idle screen**, press [−] to enter the main menu.
2. Press ◎ and [−] to select ***Settings***.
3. Press ◎ and [−] to select ***Advanced***.
4. Press ◎ and [−] to select ***Internet settings***.
5. Press ◎ and [−] to select ***Skype proxy***.
6. Press [−] to select ***Proxy***.
7. Press ◎ and [−] to select ***Yes***.
8. Press ◎ and [−] to select the proxy host type (***Automatic, HTTPS, SOCKS5***).
9. ***Automatic*** may be selected if your proxy supports this feature. If you select one of the other options, an Install Wizard will guide you through the relevant configuration.

In ***Firmware proxy*** you can configure all the settings regarding this proxy. This is how to do it:

1. From the **idle screen**, press [−] to enter the main menu.
2. Press ◎ and [−] to select ***Settings***.
3. Press ◎ and [−] to select ***Advanced***.
4. Press ◎ and [−] to select ***Internet settings***.
5. Press ◎ and [−] to select ***Firmware proxy***.
6. Press [−] to select ***Proxy***.
7. Press ◎ and [−] to select ***Yes***.
8. Use the keypad to enter the HTTP proxy IP Address. An Install Wizard will guide you through the configuration.

Firmware Update

You can check to see which software version your GE/Skype phone is presently using as well as upgrade to the most recent version. Your options are:

Latest Firmware: Displays the latest firmware version. Please note that you cannot use your GE/Skype phone during the update process. The update typically lasts 15-60 minutes, depending on your Internet connection and the numer of handsets you have registered to the base.

Current firmware: Displays the firmware version currently used by your GE/Skype phone.

All Firmware vers.: Displays a list of all accessible firmware versions that your GE/Skype phone can use. Thus, you can choose to downgrade to an older version.

1. From the **idle screen**, press [ ] to enter the main menu.
2. Press ◎ and [ ] to select ***Settings***.
3. Press ◎ and [ ] to select ***Advanced***.
4. Press ◎ and [ ] to select ***Firmware update***.
5. Press ◎ and [ ] to select the required optionitem (***Latest Firmware, Current Firmware All Firmware vers.***).
6. Under ***Latest Firmware*** , press [ ] to install. Please be aware that the download can take some time. The handset will prompt you when the firmware update is finished.
7. Under ***Current Firmware***, you find specifications of the firmware version presently used in the base station and the handset.
8. Under ***All Firmware vers.*** , you can see prior updates. Press ◎ and [ ] to select your preferred version.
9. Press [ ] again to install the selected version. You will then be asked if you are sure you want to update. Press [ ] to accept the update, or [ ] to cancel.

WARNING: DO NOT interrupt software update. If your GE/Skype phone has not finished the update after more than 2 hours, you will need to restart the GE/Skype phone by disconnecting and reconnecting the base station to the power outlet.

Skype Ports

In ***Skype ports*** you can configure all the settings regarding the incoming connection port. This is how to do it:

1. From the **idle screen**, press [ ] to enter the main menu.
2. Press ◎ and [ ] to select ***Settings***.
3. Press ◎ and [ ] to select ***Advanced***.
4. Press ◎ and [ ] to select ***Skype ports***, then enter your choices for ***Port*** and ***Alternative ports*** using [ ] .

Reset

To restore the GE/Skype phone back to factory settings you can reset the phone and base. Please note, though, that all your personal settings will be lost.

1. From the **idle screen**, press MENU to enter the main menu.
2. Press OK and MENU to select ***Settings***.
3. Press OK and MENU to select ***Advanced***.
4. Press OK and MENU to select ***Reset***.

Changing the Battery

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved model BYD NiMH H-AAA 900mAh 1.2V, rechargeable Nickel-metal Hydride AAA batteries, which is compatible with this unit.

1. Make sure handset is **OFF** (not in TALK mode) before you replace battery.
2. Remove the battery compartment door.
3. Remove the batteries from the handset.
4. Insert the new batteries.
5. Put the battery compartment door back on.
6. Place handset in the base or handset charge cradle to charge. **Allow the handset battery to properly charge (for 16 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.**

Battery Safety Precautions

- Do not burn, disassemble, mutilate, or puncture. Batteries of this type could release toxic materials which can cause injury.
- To reduce the risk of fire or personal injury, use only the **Nickel-metal Hydride** battery listed in the User's Guide.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.

NOTE: The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries).
For more information go to the RBRC web site at www.rbrc.org or call 1-800-8-BATTERY or contact a local recycling center.

Troubleshooting Guide

ATTENTION: Before troubleshooting, update to the latest software version via Settings/Advanced/ Firmware Update/Latest firmware. You should also restart your modem/router/switch and the base/gateway station by turning the power to these devices off and on.

Telephone Solutions

No dial tone

- Check and repeat installation steps:
  Verify the base power cord is connected to a working electrical outlet. Verify the telephone line cord is connected to the base and the wall jack.
- Connect another phone to the same jack; if there is still no dial tone, the problem might be your wiring or local service.
- The handset may be out of range of the base. Move closer to base.
- Verify the batteries are installed correctly.

Handset does not ring

- Check the settings of the volume for your various handset tones and alerts via ***Settings / Tones/ etc.***
- The handset may be out of range. Move closer to the base.
- You may have too many extension phones on your line. Try unplugging some phones.
- Check for dial tone.

No sound from handset

- Adjust handset volume.

You experience static, noise, or fading in and out

- The handset may be out of range of the base. Move closer to base.
- Verify the base is not plugged into an outlet with another household appliance. If necessary, relocate the base.
- Another unit (for instance a computer) is using the Internet connection. Free up bandwidth by ending other ongoing Internet traffic or get an Internet connection with more bandwidth.
- If you use a router it may be interfering with the sound. In order to obtain better sound, we recommend that you open the specific port shown under ***Settings/ Advanced/ Internet settings/ Skype ports*** to incoming TCP and/or UDP traffic. However, on some routers you cannot configure incoming UDP traffic although you can still configure rerouting of ports with incoming TCP traffic. If you are using several Skype clients on the same router, you must make sure that they are not using the same Skype Port.

Unit beeps

- Unit may be set to beep when handset is placed on base; check settings under Settings/Tones/Notification Alert.
- Unit may be set to beep when voicemail is received; check settings under Settings/Tones/Notification Alert.
- Clean charging contacts on cordless handset.

- See solutions for “No dial tone”.
- Replace the battery.

Handset displays "*BASE STATION CONNECTION LOST*" or "*NOT REGISTERED*".

- Handset may be out of range of the base. Move closer to the base.
- Verify the power adaptor is properly installed.
- Disconnect the handset battery and plug it in again. Place the handset on the cradle for at least 2 to 3 minutes.
- Disconnect the power adaptor and plug it in again. Then place the handset on the cradle for at least 2 to 3 minutes.

Handset displays "*HANDSET NEEDS REGISTRATION*"

- Follow the programming in the telephone procedures to re-register the handset to the base.
- Press the SELECT button to begin handset registration. Follow instructions on Handset screen.

Registration did not work

- Charge the batteries for 16 hours. Re-register handset.
- Uplug and then plug in the power adaptor. Re-register handset

Caller ID Solutions

No Display

- Charge or replace the batteries.
- Verify that the unit is connected to a non-switched electrical outlet. Disconnect the AC power adaptor from the base and reconnect it.

Caller ID Error Message

- The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.

No Caller ID

- In order to receive Caller ID information, you must subscribe to the standard name/number Caller ID service from your local telephone company.

Skype Solutions

Skype Ring Delay

- When making a Skype-IN call, the landline caller hears 2 or more rings before the Handset starts to ring. This is a network connection problem.

Cannot sign into Skype

- If you do not have a Skype account you will need to create one via ***Status/Create new account***.
- Verify that you are using the correct login name and password, be sure to enter upper/lower case and special characters correctly.
- Check to see that all cables are attached correctly.
- The base station has not been provided an IP address; Check via ***Settings/ Information*** that an IP address is shown under ***IP address***. If not, check your Internet connection. If you are using a router, switch or hub, restart the device(s) and then restart the base station. Please refer to *Base station does not receive an IP address.*

- A network device may be blocking access to the Internet. Restart your network device/s (router/cable modem/dsl) and then restart your base station. If this does not help it may be because your devices have a high security setting or a firewall enabled. Please contact your Internet provider or router manufacturer.
  NOTE: Skype needs unrestricted outgoing TCP access to all destination ports over 1024 or to ports 80 and 443 in order to work properly. To obtain even better sound, we recommend that you open the specific port to incoming TCP and/or UDP traffic. Please check ***Settings/ Advanced/ Internet settings/ Skype ports.***

Base station does not receive an IP address.

- You may be using an Internet connection with a static IP address. Configure the static IP address via ***Settings/ Advanced/ Internet settings/ IP mode***. Select ***Static*** and enter the IP address; then follow the wizard to make the further required entries.
- Other equipment, for instance a computer, has been connected to the Internet connection. Connect the base station to the Internet connection port. Turn on the base station and wait for about one hour. Restart the base station and check if your GE Skype phone works. Check via ***Settings / Information*** to see if the base station has received an IP address.

Cannot connect to Skype from my workplace or school.

- Most likely your base station is behind a proxy server, which are often used by companies and schools. Configure the Skype proxy via ***Settings/Advanced/ Internet settings/Skype proxy***. Also, you have to configure via ***Settings/Advanced/ Internet settings/Firmware proxy.*** Please contact the IT support resource at your workplace or school for further information.

The time on the idle display is incorrect.

- The base station may not be connected to the Internet. The handset gets the time and date from the Internet. Connect the base station to the Internet and wait for a few minutes.
- You may not have programmed your ***Time Zone*** and ***Daylight saving***. Select your time zone via S***ettings/ Time and Date/ Time zone***. Then select ***Settings/ Daylight saving*** and choose ***Daylight saving*** if you are in a zone with summertime, otherwise select ***Standard***.
- Your GE Skype phone may be behind a proxy server. In order for the SNTP (Simple Network Time Protocol) to work, UDP/IP port 123 must be set to open proxy.

Cannot make a Skype to Skype call.

- You may not be signed in. Choose ***Status/ Sign in*** and enter your Skype name and password when prompted for it. If you do not have a Skype account, you can create one via ***Status/ Create new account***.
- Your Internet connection may not be working. Please refer to *Cannot sign in to Skype,* in the Troubleshooting section.

Cannot make a SkypeOut call.

- You may not be subscribing to this service. You need to have SkypeOut credit to use this service. You can buy SkypeOut credit at www.Skype.com.
- You are out of Skype credits. Check your available Skype credits via ***Service/ Skype Credit***.

SkypeOut call does not reach the person intended.

- You may not have stored your country code. Check that your country code is registered via ***Settings/ Phone settings/ Region/Country code***. You may also need to check your area code via ***Settings/ Phone settings/ Region/ Area code***.
- For an international call, you may have dialled the country code incorrectly, please hold "0" until the display shows "+", then dial the number starting with the country code.

Cannot send voicemails.

- You may not be subscribing to this service. You can buy SkypeOut voicemail service at www.Skype.com. Check if your voicemail is active via ***Service/ Voicemail***.

Landline and mobile phones cannot call me via SkypeIn.

- You may not be subscribing to this service. You can buy SkypeIn service at www.Skype.com.
- You may be out of Skype credits. Check your status via ***Service/ SkypeIn***.
- People calling your SkypeIn number may not wait long enough before they hang up. People calling you should allow the phone to ring at least five times before they hang up.

Cannot call via my landline connection.

- The base station is may not be connected to your landline. Connect the landline to your base station.
- The landline may be out of order. Check your landline connection with another traditional phone if available and hear if there is a dialling tone. If not, contact your landline provider.
- The base station may not be turned on. Turn on the base station.

Cannot access the main menu ***Contacts***.

- You may be signed out from Skype. All contacts are stored in your Skype. Please sign in via ***Status/ Sign in to Skype***. You can still place landline calls without a Skype connection.

Cannot see if a Skype contact is online as his or her online status is always shown as .

- The contact in question may not have been authorized. Send an Authorization request: From ***Contacts***, select ***Option/ Advanced/ Request details***. Whenever a person has accepted your request, you will be able to see his or her online status.

The main menu Skype Call ***History*** is suddenly empty.

- You may be signed out of Skype.The Skype call ***History*** list is deleted whenever you sign out. Sign in via ***Status/ Sign in to Skype***. Please note: Old Skype call details will not be restored at the next sign in. Landline call history will always be kept.

The handset does not charge when placed in the charger.

- The handset may not be placed correctly in the charger. Check that the charger makes a beep when the handset is placed correctly.
- The charger may not be connected to the power outlet or it is not turned on. Check that the power supply is connected to the outlet. Turn on the unit by pressing and holding the END button or simply place the handset in the charger.
- Batteries may not be inserted correctly in the handset. Check placement. Use only the recommended rechargeable Ni-MH batteries.

Cannot turn the handset on.

- The batteries may not be charged. Place the handset in the charger. The handset will turn on automatically after some time in the charger.
- The batteries may not be inserted correctly in the handset.

The display is black.

- The handset may not be turned on. Press and hold the END button for approximately two seconds to turn on the handset.
- The display contrast is wrong. From the idle screen, press ***Menu*** and ***555***, then select your preferred contrast setting.

There is no antenna symbol in the upper left hand corner of the display.

- You may be too far away from the base station. Move the handset closer to the base station.
- The base station may be turned off. Turn on the base station. The red LED light must be on at all times.

Incorrect language on the handset.

- You have chosen the wrong language. From the idle screen, press ***Menu*** and ***888***, then select your preferred language from the list.

Cannot register the handset to the base station, the message '*Open base station could not be found*' is shown on the handset.

- The base station may be turned off. Turn the base station on. The LED light on the base station must be red.
- The base station may not be in registration mode. Press the ***Reset*** button on the back of the base station, then press for Retry on the handset.
- You may be too far away from the base station. Move the handset closer to the base station.

Battery Solutions

If you experience any of the following problems, even after fully recharging the battery, you may need to replace the battery pack:

- Short talk time
- Poor sound quality
- Limited range

General Product Care

To keep your unit working and looking good, follow these guidelines:

- Avoid dropping the handset, as well as other rough treatment to the phone.
- Wipe the base station with a damp cloth or an antistatic wipe. Never use a dry cloth as this can cause static discharge.
- Retain the original packaging in case you need to ship the phone at a later date.
- Periodically clean the charge contacts on the handset and remote charger with a clean pencil eraser.

Causes of Poor Reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction that can shield radio signals.
- You're too close to appliances such as microwaves, stoves, televisions, entertainment centers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into AC outlet with other electronic devices.
- Handset battery is low.

Accessory Information

DESCRIPTION	MODEL NO.
Handset charge cradle	**5-2746**
Belt clip	**5-2765**
Wired headset	**5-2713**

To place order, have your Visa, MasterCard, or Discover Card ready and call toll-free **1-800-338-0376**. A shipping and handling fee will be charged upon ordering. We are required by law to collect appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent. Items are subject to availability.

Service

If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at 1-**800-448-0329**. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by Thomson Inc. could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at 1-**800-448-0329**.

Or refer inquiries to:

Thomson Inc.
Manager, Consumer Relations
PO Box 1976
Indianapolis, IN 46206-1976

Attach your sales receipt to the booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase date _____

Name of store _____

Limited Warranty

What your warranty covers:

- Defects in materials or workmanship.

For how long after your purchase:

- One year, from date of purchase.

  (The warranty period for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.)

What we will do:

- Provide you with a new or, at our option, a refurbished unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

How you get service:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- "Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service." For rental firms, proof of first rental is also required. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:

  Thomson Inc.
  11721 B Alameda Ave.
  Socorro, Texas 79927

- Pay any charges billed to you by the Exchange Center for service not covered by the warranty.
- Insure your shipment for loss or damage. Thomson Inc. accepts no liability in case of damage or loss.
- A new or refurbished unit will be shipped to you freight prepaid.

What your warranty does not cover:

- Customer instruction. (Your User's Guide provides information regarding operating instructions and user controls. Any additional information, should be obtained from your dealer.)
- Installation and setup service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.

- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.

Product Registration:

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

Limitation of Warranty:

- **The warranty stated above is the only warranty applicable to this product. All other warranties, express or implied (including all implied warranties of merchantability or fitness for a particular purpose) are hereby disclaimed. No verbal or written information given by Thomson Inc., its agents, or employees shall create a guaranty or in any way increase the scope of this warranty.**
- **Repair or replacement as provided under this warranty is the exclusive remedy of the consumer. Thomson Inc. shall not be liable for incidental or consequential damages resulting from the use of this product or arising out of any breach of any express or implied warranty on this product. This disclaimer of warranties and limited warranty are governed by the laws of the state of Indiana. Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose on this product is limited to the applicable warranty period set forth above.**

How state law relates to this warranty:

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

If you purchased your product outside the USA:

- This warranty does not apply. Contact your dealer for warranty information.

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